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THE ADAPTATION OF THE TOWN AND ITS TOURISTIC FACILITIES FOR HANDICAPPED PEOPLE

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The adaptation of the town and its touristic facilities for handicapped people is considered. The requires for normal greeting disabled people. The article contains solutions of the service improvement for disabled persons.

Keywords: the handicapped people, the city territory requirements, special equipment, safety and comfort.

Now in Russia people started to pay attention to the handicapped people. Perhaps, that is because of the success of disabled sportsmen on the Vancouver Paralympics games (the second place). Anyway, the Sochi Games are coming and we should care for the needs of such type of people as our possible future guests. The Sochi administration is working on these problems. Recently clerks and the head of Sochi explored the city in the matter of suitability for disabled people. The main architect even tried moving around the town in an invalid carriage. As the result of many actions like that people working in the administration concluded 85 % of city objects are not suitable for usage. They decided to make the ramps down to the sea and to some public buildings such as hospitals, to change some of existent ones, make lifters for the transport, low down the road curbs [6].

There are some demands for the city territory to be usable by handicapped people. At the train stations the places for their transport are arranged (not less than 10 % of the amount of general parking places) [1], the distance from parking area to the entrance shouldn't exceed 50 meters. The transport vehicles that arrive near these special exits are suitable for invalids. The moorages and airports also have safe and comfortable boarding, loading of the luggage, special waiting rooms. All the information should have equivalents in Braille's alphabet and some audio media [2].

Disabled people constitute a small part of lodgers, therefore providing a year-round residence of at least one invalid can be quiet problematic. An idle room for such people is almost unnoticeable for big hotels but substantially reduce profit of the small ones. Selling the room for only 20–30 % of the price due to the benefits of disabled people is almost equal to disuse of it [6].

Some large hotels are capable of helping to accommodate disabled people. The government may help them in some way such as instituting a motivational policy. The problem is to make invalids feel comfortable and to change the structure of rooms for it. Sometimes the receiving party may organize the welcome and seeing off with payment like for usual transfer [4].

On the hotel territory the ramps should be placed. The inclinations and the descents from the pavements have to be about 5–10 % otherwise people will not be able to come down by themselves. The possible length is till 10 meters, the width about 1 m per person. The limitations

with handrails on the height of 0,7-0,9 m [4]. If there's no ramp, there should be a good-sounding call button with a adjustable volume level on the 1-meter height, placed in the wall and protected from moisture and influence [1].

To the lobby or a restaurant the disabled person should be able to lower in a spacious elevator. The lift cabin has the size of 1,1 m wide and 1,5 m long. A hotel should be able to provide a wheeled chair for rent.

In the hotel the door should be wide and without any thresholds. The door width is not less than 90 cm and doors have to open inside from an entering person. The revolving doors are impossible. In many cases, invalids need special handrails to stabilize themselves all the way to the room, and in it [4].

There should be enough space near the bed and in the bathroom (with sliding door). Speaking about the bathroom, it should be mentioned that handrails and a sink are to be at a usable level, typically 0,8 m from the floor as stated in the Int'l. Building Code Regulations. The handrails should be removable when not needed, the level of a douche should be changeable. The sink is supposed to be 1,65 m wide and 1,8 m long. There supposed to be a seté right in the shower, the additional implements (a towel, a shampoo) are lower than usual. The compulsory bathroom element is a special help button the signal of which goes to the service staff. At the same time a light signal near the entrance door starts blinking. Another alert is placed right near the bed [3].

Each room may be supplied with two bathroom unit: for the guest and an attendant. Another variant is to connect the special room with a standard one, that would be very useful for the attendants.

The special room door is supposed to have two peepholes: for standing (1,5 m) and sitting people (1,2 m). The hooks for clothes and switches are also adapted for invalids.

Invalids are not only disabled people but also ones with a serious health issues such as allergies, organ complications, and so on. They seem to be quiet normal however their life has some limitations. These people are used to that kind of living but it is really important to be provided such simple service as noting the products in dishes and being able to vary them (salt-free or defatted diet, non-dairy, gluten-free products, vegetarian menus, etc.) [3]. The staff is normally instructed to be particularly attentive to such guests. Some hotel restaurants might not have special tables for them thus, they can provide food and beverage delivery into the rooms. The hotels which receive sport teams have to cater of their special menus full of proteins. For opera singers the dishes can even be served up of a particular temperature. It happens sometimes that the staff should care about the material, fabric a pillow and linen are made of. Of course, the hotel cater about all these needs beforehand. For visually handicapped people hotels have audio alarm on each floor and on the entrance. In the elevators and on the railings level numbers are written with Braille's alphabet (finger alphabet). On each stairs the first and the last steps are painted red for people with bad eyesight. This is an international standard [4].

Now there are some hotels and sanatoriums that have devices for invalids. "Isvestiya" and "Svetlana" are ready for greeting the special guests. They have ramps, elevators and delivery accommodations to the beach. The sanatorium "Isvestiya" is equipped with several rooms and a roomy dining hall for invalids [9]. But the comments to its service are quite the opposite. Some say it is not adapted at all: the mirror is for people of 2 meters or more in height, handrails are not at an appropriate level nor in the required quantity, the height of the bed falls short of the wheelchair, including the time to move a person where no hospital attendant is available. People who want to attend a concert, or other entertainment, are not able to do it because of lack of ramps. Whose that exist do not satisfy the requirements. On the other hand, some are satisfied with the comfortable excursion bus, healing nature, the delivery to the destination, medical treatment and rooms [10].

In autumn 2010 Gazprom is opening one more 5-star hotel of their touristic complex. 14 of 110 rooms will be appropriate for disabled people and their attendants. Designers intend ramps, wide doors of the entrance and elevator [5].

Speaking about tourism itself, I have to say that it is very important to make it safe especially for disabled people. The trips should help people to enjoy, relax and forget about their differences from others. Tourism should be chosen in compliance with the various physical and psychological abilities.

The suggestion for these problems is paying attention to them. The government should finance the development of tourism for handicapped people. Now Moscow ("Balchug Campinski Moscow", "Holiday Inn Sokolniki" possesses 6 special rooms) and St. Petersburg ("Corintia Nevski Palace" – 2 rooms) adopt international practices and create really good hotels or just rooms for them [7]. Sochi has some kind of imitation of proper streets and infrastructure, specially equipped rooms and sanatoriums but in fact all that does not suit disabled people to feel valid in the world. For instance, in California every room of a hotel is appropriate for them however anybody can use it. The city of Sochi as a future Olympics capital has to approach to better conditions of greeting and attracting people from all over the world and to being involved into the international hospitality sphere.

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АДАПТАЦИЯ ГОРОДА И ЕГО ТУРИСТИЧЕСКИХ ОБЪЕКТОВ ДЛЯ ЛИЦ С ОГРАНИЧЕННЫМИ ВОЗМОЖНОСТЯМИ

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В статье рассматривается адаптация людей с ограниченными возможностями на городских объектах туристской индустрии. Предлагаются решения для улучшения обслуживания лиц с ограниченными возможностями.

Ключевые слова: люди с ограниченными возможностями, требования к городской среде, специальное оборудование, безопасность и комфорт.